

## **KE – PUBLIC COMPLAINTS ABOUT SCHOOL PROGRAM, STAFF, AND STUDENTS**

The Board believes that public complaints are best handled and resolved by the parties directly concerned. Therefore, the proper channeling of complaints is as follows:

1. Teacher
2. Principal
3. Superintendent
4. School Board.

Complaints regarding instructional materials are to be submitted in writing using the district form for reconsideration of instructional materials.

Any complaint presented to the Board shall be referred back through the proper channels. The Board will not hear complaints from individuals until such complaints have first been brought forth through the appropriate and applicable administrative procedures and channels noted above. Exceptions to this provision are for complaints that relate solely to Board actions or Board operations.

In the event a complaint is made directly to an individual Board member, the procedure outlined below shall be followed:

1. The Board member shall refer the person making the complaint to the Superintendent or for investigation. The Superintendent will direct the complainant to the appropriate person in the chain of command. The Superintendent may delegate an investigation to the Principal.
2. To the extent it is deemed appropriate by the Superintendent, the individual who is the subject of the complaint may be advised of the nature of the complaint and may be given an opportunity for explanation, comment, and presentation of the facts. The Superintendent shall seek to resolve the matter and report to the Board.
3. If the member of the public will not personally present the complaint to the Superintendent or Principal, the Board member shall then ask that the complaint be written and signed. The Board member will then refer the complaint to the Superintendent for investigation.
4. If the person making a complaint feels that a situation has not been resolved by the Superintendent, he/she may request that the complaint be heard by the Board. The Board will hear and act upon the complaint only by majority vote.
  - a. The Board may decline to act on any complaint which, in its sole judgment, would interfere with the Superintendent's ability to properly administer the district.
5. The Board may decline to hear any complaint, which will interfere with its ability to serve as an impartial trier of fact in any related student or personnel matter. This complaint procedure shall not supersede or modify any right held by employees of the district under federal law, state law, contract, or collective bargaining agreement. If the Board decides, in accord with Paragraph Three, to hear and act upon a complaint

- that pertains to school staff or student matters, it shall determine whether the complaint shall be heard in public or non-public session in accord with RSA 91-A:3 and the laws pertaining to student and family privacy rights. The Board shall also determine whether it is appropriate to inform the individual who is the subject of the complaint of the meeting and to provide said individual with further opportunity for explanation, comment, and presentation of the facts to the Board.
6. Complaints about the Superintendent may be made directly to the Board, but only after reasonable efforts have been made by the complaining party to resolve their complaint directly with the Superintendent. The Board shall determine whether the complaint should be heard in public or non-public session in accord with RSA 91-A:3. The Board may, to the extent it is appropriate, advise the Superintendent of the nature of the complaint and may give the Superintendent an opportunity for explanation, comment, and presentation of facts.
  7. If the Board does hear and act upon the complaint, all Board decisions shall be final.

Statutory/Regulatory/Policy/Handbook Cross References

Policy KE-Form (Request for Reconsideration of Instructional Materials)  
Handbook (Staff)

APPROVED/REVISED: October 25, 2007, April 3, 2014, March 30, 2023

PREVIOUS POLICY: None